

National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



Reply to Attn of:

DA01

SEP 04 1998

TO: Distribution

FROM: DA01/Carolyn S. Griner

SUBJECT: Minutes of the MSFC Quality Council Meeting

The MSFC Quality Council (MQC) met on Friday, August 21, 1998. The meeting began at 10:30 a.m., in Building 4200, Conference Room P1 10. The roster of attendees for the meeting is attached as Enclosure 1. The agenda for the meeting is included as Enclosure 2.

OPENING REMARKS (C. Griner/DA01)

There were no opening remarks for the MQC.

SCOPE CHANGE (R. Schwinghamer/DA01)

The charts detailing the proposed ISO 9000 Scope Change were presented to the team and discussed. The charts relative to the proposed change included a chronology of events as well as the genesis of the new scope. Organizational assessments and the recommendations of the S&E Directorate and the ISO Implementation Team were presented. There was an extensive discussion by the group regarding the S&E recommendation to exclude services (to an external customer) and R&T activities from the scope. Subsequent discussion of the other items which were proposed to be excluded from the scope resulted in the ISO Implementation Team being asked by the MQC to include all the items listed except the Inspector General's Office. The team was asked to make an assessment of each resident office to determine which should be "in" and which should be "out."

ACTION:

**Assess each of the Center's Resident Offices on a case-by-case basis and determine which should be "in" and which should be "out" of scope.
(MQC-0012, ISO Implementation Team, Due: 09-25-98)**

The ISO Implementation Team was asked to do a systems analysis to see what has to be done to expand the ISO 9000 Scope. The team was also asked to define the architecture which would be necessary to implement the change in a manner which would make maximum use of the current procedures and processes.

ACTION:

Establish a team to draft a plan for an expanded ISO 9000 Scope and to define the architecture which would be necessary to implement the change in a manner which would make maximum use of the current procedures and processes.

(MQC-0013, R. Schwinghamer/DA01, Due: 09-25-98)

This item will be included on the agenda of the next two MQC meetings. A copy of the presentation charts is included as Enclosure 3.

AUDIT STATUS (W. Woods/CR10)

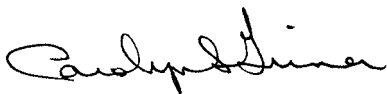
The audit status report was deferred until the next MQC meeting.

SUMMARY REMARKS (R. Schwinghamer/DA01)

The internal audits are continuing at the Center. All the Laboratory Directors and Office Chiefs were asked to encourage their personnel to support these audit teams as requested. The Audit Manager is having difficulty getting commitments to fill all the spaces on his audit teams for some of the planned activities.

All MQC actions from previous meetings have been closed.

No other items for record were discussed at the meeting.



Carolyn S. Griner
Chairman
MSFC Quality Council

Enclosures

Distribution:
Council Members
Meeting Attendees

ISO 9000 MSFC QUALITY COUNCIL MEETING

August 21, 1998, Building 4200, Conference Room P110

10:30 A.M. - 12:00 NOON

MEETING ATTENDEES (Noted in BOLD Print)

<u>NAME</u>	<u>ORGANIZATION</u>	<u>PHONE</u>	<u>FAX</u>
Rick Bachtel*	RA01	544-72 10	544-96 14
David Bates*	BC01	544-0052	544-3635
Steve Beale*	GPO1	544-0257	544-3214
Jim Blanche	EB13	544-3707	544-0900
Jack Bullman	PA01	544-9009	544-6669
Mary Chamblee	RSSC	544-1342	544-4470
Sheila Cloud*	AA01	544-0120	544-5893
Sandy Coleman	BC01	544-0795	544-3536
Dawn Cross	EH42	544-1835	544-5877
Chris Crumbly	JA91	544-1583	544-5590
Charles Denniston	ED25	544-7248	544-8838
Tom Dollman	LA10	544-6568	544-8500
Jim Ellis	AA01	544-0721	544-5893
Randy Forsythe	ES92	544-2456	544-0242
Ben Goldberg	ED01	544-2683	544-4051
Carolyn Griner**	DD01	544-1914	544-7580
Lynn Grisham	BR01	544-7925	544-6570
Amanda Harris**	CR01	544-2353	544-2053
David Harris	EP01	544-0057	544-3960
Michael Haynes	AB35	544-7933	544-8890
Roslin Hicks	ES92	544-7795	544-7128
Robert J. Jackson	MG20	544-6582	544-5848
Joel Kearns*	MG01	544-5506	544-8369
Jim Kennedy	EA01	544-2656	544-5896
Bill Kilpatrick	EL01	544-2657	544-4131
Arthur S. Kirkindall	MG01	544-7233	544-5892
Roy Malone	CR50	544-0506	544-9190
Dick Marmann*	JA01	544-1883	544-5590
Robert O. McBrayer	CR01	544-1926	544-2053
Marena McClure	GP10	544-0407	544-9344
David McGaha	EH52	544-1031	544-4307
Alex McCool*	SA01	544-0718	544-2432
Dale McElyea	AT01	544-0372	544-5872
Don Miller	CR10	544-8361	544-4857
Ron Mize	CR20	544-2485	544-8 101
John Pea	SA71	544-8437	544-5799
Axel Roth*	PA01	544-0451	544-7580

* MSFC QUALITY COUNCIL MEMBER

** MQC MEMBER REQUIRED TO ATTEND THE COUNCIL MEETING

Enclosure I

Larry Russell	ES91	544-3606	544-7 128
Sid Saucier**	DE01	544-0171	544-7920
R. J. Schwinghamer**	DA01	544-1001	544-7580
E. C. Smith	EB01	544-3279	544-8345
Jeff Spencer	EE24	544-7498	544-7713
Jackie Steadman	JA01	544-1940	544-5590
William Taylor**	EA01	544-6614	544-5896
G. R. Wallace	EL01	544-4359	544-4131
Tereasa Washington*	c o o l	544-7491	544-6420
Richard Wegrich	EH43	544-2626	544-5786
Walt Whitacre	EP61	544-0047	544-3960
Ann Whitaker	EH01	544-2481	544-5877
Gary Wilson	ES01	544-1 128	544-5243
Fred Wojtalik*	TA01	544-0647	544-5858
Warren Woods	E046	544-2275	544-5685
R. G. Zagrodzky	EL02	544-3293	544-0242

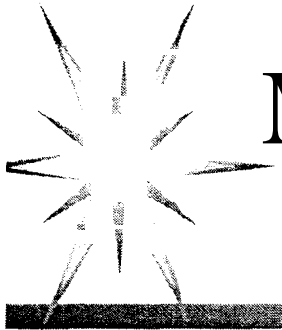
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Enclosure 1



Marshall Quality Council Meeting

Agenda - August 21, 1998

OPENING REMARKS

[Carolyn Griner/DA01]

SCOPE CHANGE

[Bob Schwinghamer/DA01]

AUDIT STATUS

[Warren Woods/CR10]

SUMMARY REMARKS

[Bob Schwinghamer/DA01]

Enclosure 2

SCOPE CHANGE

CHRONOLOGY

- Existing scope selected as “doable,” includes most of our operations
- Initial implied intent to expand Quality Management System
- Broaden scope to include other important work elements after registration
- Per Littles/Griner

NEW SCOPE GENESIS

- Implementation team studied scope change implications – devised strawman
- Determined potential impact to each organization (qualitative assessment chart)
- Sought consensus from organization managers via meetings, e-mail, calls, and through Implementation Team members
- S&E performed gap analysis (“in” vs “out”) and assessment
- Other Directorates/Offices performed impact assessments

SCOPE CHANGE

ORGANIZATIONAL ASSESSMENTS

- Organizations internally evaluated their processes & employees performing those processes to determine extent of QMS coverage
- Reported results are qualitative (approx. 80%, 20%, “none,” “half,” or “all”)
- Estimated QMS coverage of MSFC (42 on-site organizations)
 - Current Scope - 31 organizations partially/fully covered (\approx 80%)
 - Implementation Team Strawman Scope
 - 38 organizations partially/fully covered (\approx 90%)
 - S&E fully covered (1,614 employees)

SCOPE CHANGE

SOME OTHER EXCLUSIONS

- MSFC's physical plant:
 - Environmental Engineering and Management
 - Roads, Fences, Buildings, and Grounds
 - Motor Pool and Aircraft

- Employee-related:
 - Furniture/Office Equipment
 - Medical Services
 - Protective (Security) Services

- Spreading the MSFC 'story:'
 - Media Output
 - Community Relations
 - Other (e.g., Marshall Star; "Inside Marshall")

- GHCC; Resident Offices
- Inspector General's Office

WHY EXCLUDED?

Does not directly affect the quality of products or services supplied by MSFC to our customer.

Same

S a m e

Off-Site organizations
Co-located HQ organization

SCOPE CHANGE

IN GENERAL, SOME VALUE ADDED BY ISO IS:

- A reduced number of product and process non-conformances.
- Improved predictability of program costs.
- More uniformity in work processes across organizations.
- A simplified and more uniform structure for quality documents.
- More emphasis on correcting the 'root cause' of problems.
- Greater employee empowerment to do work right the first time.
- More focused personnel training for their specific tasks.
- Reduction in resources required to perform contractor audits.
- Improved marketability of NASA products and services.
- Enhanced international reputation.

SCOPE CHANGE

WHAT ARE OUR OPTIONS?

1. Leave scope as is (Baseline):

“The QMS shall apply to all processes for procurement, design, development, and onsite production of flight hardware*, flight software*, and associated ground support equipment* interfacing with flight hardware and software, for which MSFC has responsibility.”

2. Revise per proposed Alternate scope (deltas to Baseline in red):

“The QMS shall apply to all processes for procurement, design, development, onsite production, operations, and servicing of flight hardware*, flight software*, and associated ground support equipment* interfacing with flight hardware and software, for which MSFC has responsibility.”

3. Revise per proposed Strawman scope (deltas to Baseline in red):

“The QMS shall apply to all MSFC-provided services* **and** to all processes for procurement, design, development, onsite production, operations, and servicing of” (any) “hardware* and software*, for which MSFC has responsibility.”

* Note: Deliverables MSFC supplies to external, paying customer.

SCOPE CHANGE

SELECTION OF FUTURE SCOPE

- Management decision
- It's somewhat subjective - value added may vary from element to element

NEW SCOPE INCORPORATION

- February '99 is NQA anniversary audit on current scope
- Perform simultaneous pre-assessment audit on new scope

ISO 9000 MANAGEMENT COUNCIL ACTIONS LOG

[OPEN ACTIONS ONLY]

- MQC-0012 (0) Assess each of the Center's Resident Offices on a case-by-case
08-21-98 basis and determine which should be "in" and which should be
 "out" of scope.
 (ISO Implementation Team, Due: 09-25-98)
- MQC-0013 (0) Establish a team to draft a plan for an expanded ISO 9000 Scope
08-21-98 and to define the architecture which would be necessary to
 implement the change in a manner which would make maximum
 use of the current procedures and processes.
 (R. Schwinghamer/DA01, Due 09-25-98)